

T-03471A-10-0498

ORIGINAL



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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Sheila Stoeller

Phone: 602-542-4143

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 97003

Date: 7/18/2011

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Margaret Last: Ruccolo

Account Name: Margaret Ruccolo

Home: (602) 888-1111

Street: 11100 N. 19th Ave.

Work:

City: Phoenix

CBR:

State: AZ Zip: 85028

is:

Utility Company: Cox Arizona Telcom, L.L.C. d/b/a Cox Communications

Division: Telephone

Contact Name: Julia Bogen

Contact Phone: (602) 888-8888

Nature of Complaint:

7/13 -- customer called about a notice with her Cox bill about an increase in rates. She vehemently opposes any increase. They do not need increase. She just changed service in March and is now paying \$10 more each month so she certainly doesn't want to face another increase anytime soon.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

7/18 -- after receiving copy of said notice from customer via FAX and then a conversation with Armando Fimbres, it was determined that it's not an actual rate increase but a request to increase the maximum cap on many of their tariffs. There are no immediate plans for increase. Will call customer relating to her the above. And will docket this in T-03471A-10-0498.

*****CLOSED*****

End of Comments

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Date Completed: 7/18/2011

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Arizona Corporation Commission

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